



South East Toronto

Family Health Team



Job Description
Clinic Coordinator
Health Access Taylor Massey (HATM)
Contract, Full-Time Role (1 Position Available)

Company Description

South East Toronto Family Health Team (SETFHT) is an academic Family Health Team (FHT) affiliated with the University of Toronto. Our FHT is comprised of a variety of healthcare professionals that include: physicians, medical residents, nurse practitioners, registered nurses, dietitians, social workers, psychologists, patient care coordinators, physician assistants and chiropractors, all assisted by an exceptional administrative and clinical support team.

SETFHT is also a partner with the new Health Access Taylor Massey (HATM) clinic that is under development. HATM is bringing new primary care and interprofessional resources to the Taylor Massey community, while leveraging existing supports and services in the community to improve access to comprehensive primary and social care for its residents.

Position Profile

Located in the newly renovated clinic space in the Crescent Town Health Centre (4 The Marketplace). The Clinic Coordinator will provide both operational and administrative support as well as patient coordination with multiple primary and Interprofessional Healthcare Providers (IHPs). The position will have a dual reporting structure, reporting to both the South East Toronto Family Health Team (SETFHT) Executive Director and the HATM management team.

Roles and Responsibilities

1. Clinic Operations

- Administration duties such as scheduling patient appointments, as well as preparing and maintaining patient charts (e.g. filing of all medical correspondences and patient results)
- Ensure organizational initiatives are completed in accordance with the strategic direction of SETFHT and HATM applicable legislation, corporate policies and collective agreements. May be required to lead initiatives as assigned
- Maintaining staff schedules for multiple primary and community care services - both on-site and remote
- Screen and respond to crisis calls initiated by patients, their family members/friends, health care providers and community agencies
- Coordinating provider and staff use of the HATM clinic space
- Processing all clinically-related referrals (as needed)
- Providing oversight of data transfer processes, including labs, HRM and faxes
- Processing billing for physicians
- Develop, organize, coordinate and review patient care plans that enable delivery of high quality care services



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- Provide case management services which include assessment, intensive case management, long term planning and follow up services when needed
- Daily communication with HATM primary and community care partners to address ad-hoc needs
- Ensuring service providers delivering client care have the administrative support, resources and tools required to work effectively and efficiently
- Acting as the main point of contact for the property management team

2. Office Duties

- Performing general clerical duties (e.g. photocopies, faxes, e-mails, open mail) for multiple primary and community care services
- Assisting with patient communications (e.g. writing or organizing letter mail-outs, phone calls etc.)
- Coordinating resolution of operational issues
- Support with Health Myself Portal – overview and trouble shooting
- Occasional IT needs, including replacing toners, performing periodic diagnostic checks and services to computers, as well as completing a checklist to ensure assets are working at optimum performance
- Coordinating virtual consultations for learning programs, patient sessions and IHP support
- General upkeep and cleanliness of clinic including the patient waiting area and exam rooms
- Acts as a role model and mentor the staff to function productively and cooperatively as a team
- Performing any other general office duties (as needed)

Skills, Knowledge and Job Requirements

- Experience providing superior customer service
- Ability to engage with various healthcare providers, service providers, community partners, clients, and patients
- Excellent interpersonal and communication skills (oral/written)
- Exceptional organizational skills
- Strong problem-solving skills
- High degree of accuracy and attention to detail
- Ability to work independently and within a team
- Ability to prioritize, manage time effectively and be flexible in an active work environment
- Respect all patients as well as members of the team
- Ability to de-escalate challenging situations

Qualifications

- Completion of a Medical Secretary Diploma
- Minimum of two years' medical secretarial experience is required or an equivalent blend
- Proficient with computer applications: Windows, Microsoft Office and Outlook
- Proficient with clinical management system (CMS), preferably Practice Solutions' Suite
- Maintain confidentiality of patient information and discuss details only with appropriate personnel



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The above responsibilities are not to be considered all inclusive; the individual may be assigned other related duties in the interest of efficient operations of SETFHT.

Hours of Work

The successful candidate must be available to work weekdays, primarily between 8:30 AM – 4:30 PM with the possibility of evening and weekend shifts.

Compensation

- The rate of pay is based on experience and can range from \$23.00 - \$25.00 per hour
- Position includes an extra 8% Pay in Lieu of Benefits
- Position does include Paid Time Off

Thank you for your interest in the South East Toronto Family Health Team. Only those candidates selected will be contacted for an interview. ***Please, no direct telephone inquires or email follow-ups.***

SETFHT supports a respectful and inclusive work environment for all, including the AODA and Employment Equity initiatives. We encourage qualified applicants of all ages, races, colour, ethnic origins, religions, abilities, gender identities and sexual orientations as well as peoples with disabilities to apply for this position. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Job Contact Information

Human Resources

South East Toronto Family Health Team

E-mail: humanresources@setfht.on.ca

Subject: HATM Clinic Coordinator

Please forward cover letter and resume by 3:00 PM on September 30th, 2022